



North Carolina Department of Health and Human Services
Division of Aging and Adult Services

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Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

Karen E. Gottovi, Director
(919) 733-3983

July 27, 2005

Dear County Director of Social Services:

Attention: Adult and Children Services Supervisors and Program Managers

Subject: Compliance Monitoring for At-Risk Case Management Services

We have recently learned that the Centers for Medicare/Medicaid Services (CMS), through the Office of the Inspector General, is considering auditing Medicaid funded programs within North Carolina to ensure that programs are in compliance with federal regulations and are appropriately serving client needs. In particular, Targeted Case Management programs have been audited in other states because of high utilization, and CMS could elect to audit North Carolina's Targeted Case Management programs.

The NC Department of Health and Human Services (DHHS) has requested that the NC Division of Medical Assistance, in conjunction with other divisions, develop and implement plans to monitor Targeted Case Management programs administered by the department. Specifically for our divisions and county departments of social services, that means that At-Risk Case Management Services for adults and children will be monitored.

Staff from the Divisions of Aging and Adult Services, Social Services, and Medical Assistance, in conjunction with the Department's Office of the Internal Auditor, have been meeting to develop a coordinated plan to monitor At-Risk Case Management services. The monitoring plan for At-Risk Case Management services will be implemented during FY 05-06.

We anticipate having more detailed information to share with you at the point the monitoring tool and instruction procedures have been reviewed and approved by the department. We also realize this is an additional monitoring activity for county department of social services as well as for our divisions, so we plan to work closely with you to implement the monitoring procedures.

In the meantime, if you have questions, please contact Nancy Warren, Division of Aging and Adult Services at (919) 733-3818 or Beverly Daniels, Local Operations and Review Team Leader, Division of Social Services at (919) 733-9461.

Sincerely,

Handwritten signature of Karen E. Gottovi in black ink.

Karen E. Gottovi, Director
Division of Aging and Adult Services

Handwritten signature of Pheon E. Beal in black ink.

Pheon E. Beal, Director
Division of Social Services

KEG/PEB:nw

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